

JAUNT, Inc.

Job Title: Lead Dispatcher
Reports to: Operations Manager
Salary Level: Lead Operations Staff - non-exempt

JOB SUMMARY:

Lead Dispatchers have the primary responsibility for ensuring that JAUNT services run smoothly throughout the day. They also may be called upon to perform any variety of tasks within the operations department, requiring a good deal of cross-training, flexibility, and the ability to work well alone as well as work cooperatively with others. They provide some direction to other Dispatch staff under the supervision of the Operations Manager. In addition to the primary function of dispatching, they may be called upon to accept and confirm reservations, create schedules, and provide back-up driving as required. They provide day-to-day guidance to the Service Coordinators and Drivers through interactive management. The Lead Dispatchers have the responsibility of ensuring that the daily service needs are met, including re-assignment of personnel on a daily basis to meet workload demands;

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Serves as dispatcher; communicates schedule changes and new pickups; provides directions to destinations; provides other service directions
2. Performs daily scheduling of drivers and passengers and generates drivers' manifests
3. Revises schedules as needed in response to changes in driver availability and passenger demands.
4. Ensures the availability of vans for scheduled maintenance, and schedules vans for maintenance as necessary.
5. Provides backup accident investigation in the absence of other staff.
6. Serves as back-up Driver, Scheduler, and Lead Reservationist, as directed
7. Makes preliminary decisions in response to crisis, such as accidents, injuries, breakdowns, inclement weather
8. Generates simple operations reports as directed.

9. Assists clients with complaints, and problems pertaining to service delivery or specific personnel; refers such complaints as appropriate.
10. Ensures necessary staffing levels during service hours, and works an alternative schedule as necessary.
11. Opens and closes building, and ensures building security at all times.
12. Other duties as assigned.

REQUIRED BEHAVIORS

JAUNT'S organizational values are: treat everyone with respect, keep a positive attitude, and behave professionally at all times.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND QUALIFICATIONS:

Lead Dispatchers are available to work between 4:30 a.m. and 7:30 p.m. This position requires a high school diploma or equivalent with some computer coursework or computer experience preferred. a thorough knowledge of the service area; ability to communicate well both orally and in writing with a diverse client base and co-workers; ability to prioritize and direct the work of others; ability to provide travel directions; ability to manage multiple tasks; ability to work independently; ability to remain courteous to clients and co-workers in fast-paced, high-pressure environment; ability to remain calm and make decisions under pressure; ability to perform multiple functions accurately and quickly; ability to meet daily deadlines; ability to serve as back-up driver as required, and, therefore, must hold a valid Virginia driver's license. Must have, or be able to obtain within three months, a Commercial Driver's License.